



## October 2022 Angel of the Month: **Betie Mondestin**

We are so honored to be awarding Betie Mondestin Angel of the Month for October 2022. Betie has been a highly respected caregiver since she started with Visiting Angels Newton/Canton in August 2016. For the past six years, Betie has excelled as a Visiting Angel and is quite deserving of the accolades showered on her daily by her clients and the office team. Betie's work is so consistently respected that she was also named Angel of the Month in May 2019.

Betie is a CNA and a trained med-tech. She has over 17 years of experience in health and home care. She is knowledgeable, caring, and dependable. Her work with our clients comes from her heart and it shows. She has assisted some of our most challenging clients since her first day with us. Even with all the difficulties on her cases, Betie has always gained the trust of her clients and their families due to her skills, commitment, hard work, and reliability.

Betie always provides excellent care and shows empathy for what her clients and their families are going through. Anywhere we have placed her, Betie forms strong bonds with the clients and their families, and we are always confident she will provide the wonderful care for which she is known. She is calm, caring, congenial, professional, and an extremely skilled caregiver.

For the last four and a half years, Betie has been working closely with her present client. She has helped him through many challenging physical changes over the years. Her positive and calming demeanor quickly helped to develop the strong bond between our client and our caregiver Betie. She is very flexible and helps us immensely by accepting fill-ins when other caregivers on his team have called out.

Betie works mainly with one of our Case Managers, Traci McCarthy, and this is what she had to say about Betie. "Betie is an excellent caregiver who truly cares about her clients. She goes above and beyond for her current client. She is skilled and able to handle difficult cases such



as her current client who requires a hooyer lift for transfers. She is a great team player and willing to cover on short notice and switch shifts with other caregivers on the case when asked. From a case manager perspective, she is reliable and a good communicator which is much appreciated. Our client and his family think Betie is a wonderful caregiver and are grateful to have her on his case.”

Betie explained her beliefs as to what makes a great caregiver. She said it is important that you get to know and understand your client, and not take anything personally. Betie further said you need to respect your client’s privacy and work as a team to support them as best as you can. Betie’s philosophy is that you must have the passion to help people and love the work to be successful.

In challenging situations with clients, Betie said that she tries to calm the client by finding a common ground, and, if needed, giving them space. Betie also believes in open communication with the Visiting Angels case manager and the client’s family to ensure that all difficulties on the job can be addressed and resolved.

Betie said that it is important for a caregiver to be knowledgeable, to be respectful, to arrive to the shift on time, and to take their job seriously. Most importantly, Betie says, “Always remember to smile.” It will make the client – and you – feel so much better.

Thank you, Betie, for always portraying those caregiver values that you and our Visiting Angels agency hold dear. The month of October was not long enough for us to say all the wonderful things we feel about you! You are our Angel of the Month for October 2022, and we congratulate you whole-heartedly on this and all your other accomplishments. We greatly appreciate you and everything you bring to our Visiting Angels Newton/Canton team. We look forward to working with you for many years to come.